

RETAIL SALES

A student who has completed the Job Corps Retail Sales program is equipped with the skills to contribute to your company as a valued employee from day one. Competence in academic and vocational skills is required for graduation. In addition, Job Corps students learn employability and technological skills. To complete his or her Retail Sales training, a student must master skills in these categories:

INTRODUCTION TO RETAIL SALES

Demonstrate knowledge of retail sales and career opportunities.

RETAIL MATH

Handle financial transactions; perform basic math applications; use electronic and pocket calculators.

SELF-DEVELOPMENT

Focus on self-esteem, personal growth, organization skills and goals for career success.

COMMUNICATION SKILLS

Demonstrate professional behavior and communication skills with the public.

INTERPERSONAL SKILLS

Focus on customer relations, assertiveness, responsibility, personal appearance and ethical work behavior.

CUSTOMER SERVICE AND SALES

Illustrate and communicate knowledge of product information to customer.

CASHIERING

Demonstrate customer service and ability to process cash, credit, check and merchandise return transactions.

STOCKING MERCHANDISE

Demonstrate the ability to stock merchandise.

PROTECT COMPANY ASSETS

Identify, report and correct hazardous conditions and demonstrate safe use of equipment.

RETAIL PROCESSES

Understand merchandise distribution process, retailing, merchandise prices, the importance of advertising, the profit circle, building multiple sales and dressing mannequins.

COMPUTER SKILLS AND PROCEDURES

Understand basic computer functions, word processing and presentation and spreadsheet software.

INTERNET

Understand Internet capabilities and how to conduct research.

APPLYING FOR A JOB

Complete resumé and application; know how to apply for a job and demonstrate interview techniques.